

**Ontario Energy Board**  
P.O. Box 2319  
27th Floor  
2300 Yonge Street  
Toronto ON M4P 1E4  
Telephone: 416-481-1967  
Facsimile: 416-440-7656  
Toll free: 1-888-632-6273

**Commission de l'énergie de l'Ontario**  
C.P. 2319  
27e étage  
2300, rue Yonge  
Toronto ON M4P 1E4  
Téléphone : 416-481-1967  
Télécopieur: 416-440-7656  
Numéro sans frais: 1-888-632-6273



**BY EMAIL AND WEB POSTING**

October 25, 2018

**To:** All Licensed Electricity Distributors  
All Rate-Regulated Natural Gas Distributors  
All Licensed Unit Sub-Meter Providers  
All Other Interested Parties

**Re: Review of Customer Service Rules for Electricity and Gas (Phase 2)  
Board File No.: EB-2017-0183**

---

By [letter](#) dated May 16, 2017, the Ontario Energy Board (OEB) announced the review of customer service rules for electricity distributors, rate-regulated natural gas distributors and unit sub-meter providers (collectively utilities) and indicated that it would proceed in two phases. On September 6, 2018, the OEB issued its [Report](#) on Phase 1, which substantively completed the first phase of the review. The purpose of this letter is to announce the initiation of Phase 2 of the customer service rules review.

Phase 2 will cover the following areas:

- Opening and closing of accounts
- Billing errors
- Service charges relating to management of customer accounts

The OEB will examine how utilities have implemented these rules and their experience with them. The OEB will also assess how effective the rules have been in protecting energy consumers and in meeting their reasonable expectations.

Phase 2 of the review will also examine prepaid metering and associated issues as communicated in the OEB's February 28, 2018 [letter](#) to all parties in EB-2017-0049. The review will gauge the general level of consumer and industry interest in prepaid metering, as well as the challenges and benefits associated with the use of these types of meters.

The review will also examine how prepaid metering could operate within the regulatory customer service framework for utilities.

The approach to engagement and research in Phase 2 will be similar to the approach implemented for Phase 1. The OEB will engage consumers (including the OEB's province-wide Consumer Panel), consumer representatives and utilities through surveys, meetings and consultations. In addition, the OEB will conduct a broad jurisdictional review of customer service standards in the energy sector and other sectors to gain an understanding of experiences in other jurisdictions and to identify best practices in customer service. Details about these activities will be announced in due course.

Protecting Ontario's energy consumers is at the heart of all that the OEB does every day. This review of customer service rules and directly consulting and engaging consumers in the process are central to this commitment.

Material related to this initiative will be posted on the OEB's website at <https://www.oeb.ca/industry/policy-initiatives-and-consultations/review-customer-service-rules>. If you have any questions regarding this initiative, please contact Andrew Brinn, Advisor at 416-440-7728 or forward them by email to [CSR@oeb.ca](mailto:CSR@oeb.ca).

Yours truly,

*Original signed by*

Brian Hewson  
Vice President, Consumer Protection & Industry Performance